SB

100

THE
FOLLOWING
DOCUMENT(S)
ARE
POOR
ORIGINAL
COPIES

Alaska State Legislature

Please enter into the record my testimony to the
_____SFIN_____

committee on _____SB100_____, dated 030805

To the members of the Senate Finance Committee,

My name is David Gibbs.
I am the Emergency Manager and Enhanced 9-1-1 (E9-1-1) program administrator for the Kenai Peninsula Borough.
I am submitting this written testimony in support of SB 100. This bill would increase the limit on E9-1-1 surcharges from seventy-five cents to two dollars per local exchange access line and wireless telephone number. The Kenai Peninsula Borough supports an increase the in the E9-1-1 surcharge as the revenues currently collected by the Borough for the provision of E 9-1-1 services do not offset the costs. I would like to go on record as saying that this bill does not address several technical issues related to E9-1-1 including, but not limited to, voice over internet (VoIP) telephones and prepaid wireless telephones. I support addressing these issues in subsequent legislation. Thank you for the opportunity to give testimony to this committee in support of this bill.

Sincerely,

David Gibbs
Emergency Manager
Kenai Peninsula Borough
Office of Emergency Management
144 N. Binkley St.
Soldotna, AK 99669
(907)262-4910

REPORTED OUT

APR 19 2005

SENATE FINANCE COMMITTEE

SENATE FINANCE COMMITTEE REPORT

DATE: 2/18/05

FURTHER:

DATE TURNED IN TO OFFICE: 4/19/05

Finance Committee considered SENATE BILL NO. 100

SB 100 ENHANCED 911 SURCHARGES

"An Act relating to enhanced 911 surcharges imposed by a municipality."

and recommends:

[✓] be **replaced** with _____ **CS** SB 100 (FIN)

[ ] adopt **previous** _____ **CS** CS FORTHCOMING (_____)

[ ] attached amendment(s)

[ ] adopt Letter of Intent by _____ Committee

[ ] further referral to _____ Committee

Senate Bill:
[ ] Same Title
[✓] New Title

House Bill:
[ ] Same Title
[ ] Technical Title Change
[ ] New Title w/ SCR #____

NEW FISCAL NOTE(S):

Department	Date	Fiscal	Ind.	Zero	FN#

PREVIOUS FISCAL NOTE(S):

Department	Date	Fiscal	Ind.	Zero	FN#
DPS	2/15/05			✓	1
DCED	2/15/05			✓	2

[ ] **APPROPRIATION - no fiscal note**

SIGNATURES AND RECOMMENDATIONS:	DO PASS	DO NOT PASS	NO REC	AMEND
	✓			
	✓			
			✓	
COCHAIR: Gary Wilken				✓
COCHAIR: Lyda Green	✓			

REPORTED OUT

APR 19 2005

SENATE FINANCE COMMITEE

FISCAL NOTE

STATE OF ALASKA
2005 LEGISLATIVE SESSION

Fiscal Note Number: 1
Bill Version: CSSB 100(L&C)
(S) Publish Date: 2/18/05

Revision Date/Time (Note if correction):
Dept. Affected: Public Safety

Title: An Act relating to enhanced 911 surcharges
RDU: Alaska State Troopers
Component: AST Detachment

Sponsor: Senator Bunde
Requester:
Component No.: 2325

Expenditures/Revenues (Thousands of Dollars)

Note: Amounts do not include inflation unless otherwise noted below.

OPERATING EXPENDITURES	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
Personal Services						
Travel						
Contractual						
Supplies						
Equipment						
Land & Structures						
Grants & Claims						
Miscellaneous						
TOTAL OPERATING	0.0	0.0	0.0	0.0	0.0	0.0
CAPITAL EXPENDITURES						
CHANGE IN REVENUES ( )						

FUND SOURCE (Thousands of Dollars)

1002 Federal Receipts						
1003 GF Match						
1004 GF						
1005 GF/Program Receipts						
1037 GF/Mental Health						
Other (Specify Type--Do not abbreviate)						
TOTAL	0.0	0.0	0.0	0.0	0.0	0.0

Estimate of any current year (FY2005) cost: 0.0

Mark this box (X) if funding for this bill is included in the Governor's FY 2006 budget proposal:

POSITIONS

Full-time						
Part-time						
Temporary						

ANALYSIS: *(Attach a separate page if necessary)*

This bill will have no fiscal impact on the Department of Public Safety if passed in its current form.

The bill allows municipalities to increase the surcharge that is collected related to the enhanced 911 systems. The bill would require that the surcharge be imposed by ordinance approved by the voters of the enhanced 911 service area.

Prepared by: Captain Al Storey
Phone 269-5682
Division: Alaska State Troopers
Date/Time 2/16/05 12:10 PM
Approved by: Commissioner William Tandeske
Date 2/16/2005
Agency: Department of Public Safety

(Revised 9/23/2004 OMB)

COMMITTEE COPY

REPORTED OUT

APR 19 2005

SENATE FINANCE COMMITEE

FISCAL NOTE

STATE OF ALASKA
2005 LEGISLATIVE SESSION

Fiscal Note Number: 2
Bill Version: CSSB 100(L&C)
(S) Publish Date: 2/18/05

Revision Date/Time (Note if correction):
Dept. Affected: Commerce

Title: Enhanced 911Surcharges / Imposed by a Municipality
RDU: Regulatory Commission of Alaska
Component: Regulatory Commission of Alaska
Sponsor: Bunde
Requester: Senate Labor & Commerce
Component No.: 2417

Expenditures/Revenues (Thousands of Dollars)

Note: Amounts do not include inflation unless otherwise noted below.

OPERATING EXPENDITURES	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
Personal Services						
Travel						
Contractual						
Supplies						
Equipment						
Land & Structures						
Grants & Claims						
Miscellaneous						
TOTAL OPERATING	0.0	0.0	0.0	0.0	0.0	0.0
CAPITAL EXPENDITURES						
CHANGE IN REVENUES ( )						

FUND SOURCE (Thousands of Dollars)

1002 Federal Receipts						
1003 GF Match						
1004 GF						
1005 GF/Program Receipts						
1037 GF/Mental Health						
Other (Specify Type--Do not abbreviate)						
TOTAL	0.0	0.0	0.0	0.0	0.0	0.0

Estimate of any current year (FY2005) cost: 0 0

Mark this box (X) if funding for this bill is included in the Governor's FY 2006 budget proposal:

POSITIONS

Full-time	0	0	0	0	0	0
Part-time	0	0	0	0	0	0
Temporary	0	0	0	0	0	0

ANALYSIS: *(Attach a separate page if necessary)*

The Regulatory Commission of Alaska's (RCA) mission is to protect consumer interests and promote economic development by ensuring affordable, reliable utility and pipeline services and ensuring that the utility and pipeline infrastructure is adequate to support community needs.

SB 100 contemplates changes to the municipal statute, AS 29. Passage of SB 100 will have no impact on the RCA's statutes or operations.

Prepared by: Kate Giard, Chairman
Phone: (907) 263-2110
Division: Regulatory Commission of Alaska
Date/Time: 2/15/05 11:53 AM
Approved by: Edgar Blatchford, Commissioner
Date: 2/15/2005
Agency: Commerce, Community & Economic Development

(Revised 9/23/2004 OMB)

COMMITTEE COPY

ADOPTED

SENATE FINANCE COMMITTEE
Amendment Number: #1
Bill Number: SB 100
Sponsor: Green Date: 4/19/05
Drafted In By: Robin

Conceptual Amendment to SB100 Version "R"

In Section 3

"call taker" means a person employed in a primary or secondary answering point whose duties include the initial answering of 911 or enhanced 911 calls and routing the calls to the agency or dispatch center responsible for dispatching appropriate emergency services and a person in a primary or secondary answering point whose duties include receiving a 911 or enhanced 911 call either directly or routed from another answering point and dispatching appropriate emergency services in response to the call. The term "call taker" is synonymous with the term "dispatcher" in that it is inclusive of the functions of both answering the 911 or enhanced 911 calls and dispatching emergency services in response to the call."

SENATE FINANCE COMMITTEE

4 /19 / 2005 COMMITTEE ACTION

Bill Number	SB 100			
Amendment	#1			
Motion	to adopt			
Motion by	Green			
Objection by	None			
Removed				
Second Objection by				
Committee Member	Y	***Vote***		N
Senator Dyson				
Senator Hoffman				
Senator Olson				
Senator Stedman				
Senator Bunde				
Co-Chair Wilken				
Co-Chair Green				
Tally				
Yea				
Nay				
Absent				
MOTION	Passed			

Our Proof

24-LS0407\U

CS FOR SENATE BILL NO. 100(FIN)

IN THE LEGISLATURE OF THE STATE OF ALASKA

TWENTY-FOURTH LEGISLATURE - FIRST SESSION

BY THE SENATE FINANCE COMMITTEE

Offered:
Referred:

Sponsor(s): SENATOR BUNDE

A BILL

FOR AN ACT ENTITLED

"An Act relating to enhanced 911 systems and enhanced 911 surcharges imposed by a municipality, public municipal corporation, or village."

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF ALASKA:

* Section 1. AS 29.10.200(37) is amended to read:

(37) AS 29.35.131 - 29.35.137 [AS 29.35.131] (enhanced 911 system);

* Sec. 2. AS 29.35.131(a) is amended to read:

(a) A municipality may, by resolution or ordinance, elect to provide an enhanced 911 system at public safety answering points and [,] may purchase or lease the enhanced 911 equipment or service required to establish or maintain an enhanced 911 system at public safety answering points from a local exchange telephone company or other qualified vendor. The municipality [. AND] may impose an enhanced 911 surcharge [, IN AN AMOUNT TO BE DETERMINED BY THE MUNICIPALITY, ON ALL LOCAL EXCHANGE ACCESS LINES THAT PROVIDE TELEPHONE SERVICE TO WIRELINE TELEPHONES IN THE AREA

New Text Underlined [DELETED TEXT BRACKETED]

TO BE SERVED BY THE ENHANCED 911 SYSTEM. A MUNICIPALITY THAT PROVIDES SERVICES UNDER AN ENHANCED 911 SYSTEM MAY ALSO BY RESOLUTION OR ORDINANCE IMPOSE AN ENHANCED 911 SURCHARGE ON EACH WIRELESS TELEPHONE NUMBER THAT IS BILLED TO AN ADDRESS] within the enhanced 911 service area. An [FOR A MUNICIPALITY WITH A POPULATION OF 100,000 OR MORE, AN ENHANCED 911 SURCHARGE MAY NOT EXCEED 50 CENTS PER MONTH FOR EACH WIRELESS TELEPHONE NUMBER OR 50 CENTS PER MONTH FOR EACH LOCAL EXCHANGE ACCESS LINE FOR WIRELINE TELEPHONES. FOR A MUNICIPALITY WITH FEWER THAN 100,000 PEOPLE, AN] enhanced 911 surcharge may not exceed **$1.50** [75 CENTS] per month for each wireless telephone number **and $1.50** [OR 75 CENTS] per month for each local exchange access line for wireline telephones. **The maximum surcharge amount of $1.50 provided for in this subsection may be increased above that level if the surcharge amount is approved by the voters of the enhanced 911 service area. The amount of surcharge imposed for each wireless telephone number must equal the amount imposed for each local exchange access line for a wireline telephone.** An enhanced 911 service area may be all of a city, all of a unified municipality, or all or part of the area within a borough and may include the extraterritorial jurisdiction of a municipality in accordance with AS 29.35.020. The governing body of a municipality shall review an enhanced 911 surcharge annually to determine whether the current level of the surcharge is adequate, excessive, or insufficient to meet anticipated enhanced 911 system needs. **When a municipality imposes an enhanced 911 surcharge or the amount of the surcharge is changed, the municipality shall notify in writing the telephone customers subject to the surcharge and provide an explanation of what the surcharge will be used for** [THE MUNICIPALITY MAY ONLY USE THE ENHANCED 911 SURCHARGE FOR THE ENHANCED 911 SYSTEM].

* **Sec. 3.** AS 29.35.131 is amended by adding new sections to read:

(i) A municipality may only use the enhanced 911 surcharge revenue for those costs of the enhanced 911 system that are authorized in this subsection. The surcharge

revenue may not be used for any capital or operational costs for emergency responses that occur after the call is dispatched to the emergency responder. The surcharge revenue may not be used for constructing buildings, leasing buildings, maintaining buildings, or renovating buildings, except for the modification of an existing building to the extent that is necessary to maintain the security and environmental integrity of the public safety answering point and equipment rooms. The surcharge revenue may be used for the following costs to the extent the costs are directly attributable to the establishment, maintenance, and operation of an enhanced 911 system:

(1) the acquisition, implementation, and maintenance of public safety answering point equipment and 911 service features;

(2) the acquisition, installation, and maintenance of other equipment, including call answering equipment, call transfer equipment, automatic number identification controllers and displays, automatic location identification controllers and displays, station instruments, 911 telecommunications systems, teleprinters, logging recorders, instant playback recorders, telephone devices for the deaf, public safety answering point backup power systems, consoles, automatic call distributors, and hardware and software interfaces for computer-aided dispatch systems;

(3) the salaries and associated expenses for 911 call takers for that portion of time spent taking and transferring 911 calls;

(4) training costs for public safety answering point call takers in the proper methods and techniques used in taking and transferring 911 calls;

(5) expenses required to develop and maintain all information necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the 911 call-taking and transferring function, including automatic location identification and automatic number identification databases.

(j) If a city in an enhanced 911 service area established by a borough incurs costs described under (i) of this section for the enhanced 911 system, before the borough may use revenue from an enhanced 911 surcharge, the borough and city must execute an agreement addressing the duties and responsibilities of each for the enhanced 911 system and establishing priorities for the use of the surcharge revenue.

If the Department of Public Safety also provides services as part of the enhanced 911 system or uses the enhanced 911 system in that enhanced 911 service area, the department must be a party to the agreement.

(k) For purposes of (i) of this section, "call taker" means a person employed in a primary or secondary answering point whose duties include the initial answering of 911 or enhanced 911 calls and routing the calls to the agency or dispatch center responsible for dispatching appropriate emergency services and a person in a primary or secondary answering point whose duties include receiving a 911 or enhanced 911 call either directly or routed from another answering point and dispatching appropriate emergency services in response to the call; the term "call taker" is synonymous with the term "dispatcher" in that it is inclusive of the functions of both answering the 911 or enhanced 911 calls and dispatching emergency services in response to the calls.

Concept. Amend #1

* **Sec. 4.** AS 29.35 is amended by adding a new section to read:

Sec. 29.35.134. Multi-line telecommunications systems. A municipality may by ordinance elect to require an enhanced 911 system from a multi-line telecommunications system. A multi-line telecommunications system operator must arrange to update the automatic location identification database with an appropriate master street address guide valid address and callback number for each multi-line telecommunications system telephone, so that the location information specifies the emergency response location of the caller. A multi-line telecommunications system operator is considered to be in compliance with this section when the multi-line telecommunications system complies with E911 generally accepted industry standards as defined by the Regulatory Commission of Alaska. For purposes of this section,

Comma will be inserted as modified in approved Am

Tam 4/19/06 4:30 pm

(1) "call back number" means a number used by the public safety answering point to re-contact the location from which a 911 call is placed; the number may or may not be the number of the station used to originate the 911 call;

(2) "emergency response location" means the location to which a 911 emergency response team may be dispatched that is specific enough to provide a reasonable opportunity for the emergency response team to quickly locate a caller anywhere within it;

(3) "master street address guide" means a database of formatted street

names, numerical addresses or address ranges, and other parameters defining valid locations and emergency services zones, and their associated emergency services numbers, that enables the proper routing and response to 911 calls;

(4) "multi-line telephone system" means a system made up of common control units, telephone sets, and control hardware and software, including network and premises based systems such as Centrex and PBX, Hybrid, and Key Telephone Systems, as classified by the Federal Communications Commission under Part 68 Requirements, and including systems owned or leased by governmental agencies or nonprofit entities, as well as for profit entities;

(5) "multi-line telephone system operator" means an entity that owns, leases, or rents from a third party, and operates a multi-line telephone system through which a caller may place a 911 call through a public switched network.

* **Sec. 5.** AS 29.35 is amended by adding a new section to read:

Sec. 29.35.138. Application. AS 29.35.131 - 29.35.137 apply to home rule and general law municipalities.

* Sec. 6. AS 29.35.131(h) is repealed.

Kim

Would new fiscal notes be needed for SB 100 (FIN) version R?

Robin

I don't think so but are they usually just requested?

ADOPTED 4/19/05

24-LS0407\R
Cook
4/18/05

CS FOR SENATE BILL NO. 100(FIN)

IN THE LEGISLATURE OF THE STATE OF ALASKA

TWENTY-FOURTH LEGISLATURE - FIRST SESSION

BY THE SENATE FINANCE COMMITTEE

Offered:
Referred:

Sponsor(s): SENATOR BUNDE

A BILL

FOR AN ACT ENTITLED

"An Act relating to enhanced 911 systems and enhanced 911 surcharges imposed by a municipality, public municipal corporation, or village."

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF ALASKA:

*** Section 1.** AS 29.10.200(37) is amended to read:

(37) AS 29.35.131 - 29.35.137 [AS 29.35.131] (enhanced 911 system);

*** Sec. 2.** AS 29.35.131(a) is amended to read:

(a) A municipality may, by resolution or ordinance, elect to provide an enhanced 911 system at public safety answering points and [,] may purchase or lease the enhanced 911 equipment or service required to establish or maintain an enhanced 911 system at public safety answering points from a local exchange telephone company or other qualified vendor. The municipality [, AND] may impose an enhanced 911 surcharge [, IN AN AMOUNT TO BE DETERMINED BY THE MUNICIPALITY, ON ALL LOCAL EXCHANGE ACCESS LINES THAT PROVIDE TELEPHONE SERVICE TO WIRELINE TELEPHONES IN THE AREA

TO BE SERVED BY THE ENHANCED 911 SYSTEM. A MUNICIPALITY THAT PROVIDES SERVICES UNDER AN ENHANCED 911 SYSTEM MAY ALSO BY RESOLUTION OR ORDINANCE IMPOSE AN ENHANCED 911 SURCHARGE ON EACH WIRELESS TELEPHONE NUMBER THAT IS BILLED TO AN ADDRESS] within the enhanced 911 service area. **An** [FOR A MUNICIPALITY WITH A POPULATION OF 100,000 OR MORE, AN ENHANCED 911 SURCHARGE MAY NOT EXCEED 50 CENTS PER MONTH FOR EACH WIRELESS TELEPHONE NUMBER OR 50 CENTS PER MONTH FOR EACH LOCAL EXCHANGE ACCESS LINE FOR WIRELINE TELEPHONES. FOR A MUNICIPALITY WITH FEWER THAN 100,000 PEOPLE, AN] enhanced 911 surcharge may not exceed **$1.50** [75 CENTS] per month for each wireless telephone number **and $1.50** [OR 75 CENTS] per month for each local exchange access line for wireline telephones. **The maximum surcharge amount of $1.50 provided for in this subsection may be increased above that level if the surcharge amount is approved by the voters of the enhanced 911 service area. The amount of surcharge imposed for each wireless telephone number must equal the amount imposed for each local exchange access line for a wireline telephone.** An enhanced 911 service area may be all of a city, all of a unified municipality, or all or part of the area within a borough and may include the extraterritorial jurisdiction of a municipality in accordance with AS 29.35.020. The governing body of a municipality shall review an enhanced 911 surcharge annually to determine whether the current level of the surcharge is adequate, excessive, or insufficient to meet anticipated enhanced 911 system needs. **When a municipality imposes an enhanced 911 surcharge or the amount of the surcharge is changed, the municipality shall notify in writing the telephone customers subject to the surcharge and provide an explanation of what the surcharge will be used for** [THE MUNICIPALITY MAY ONLY USE THE ENHANCED 911 SURCHARGE FOR THE ENHANCED 911 SYSTEM].

* **Sec. 3.** AS 29.35.131 is amended by adding new sections to read:

(i) A municipality may only use the enhanced 911 surcharge revenue for those costs of the enhanced 911 system that are authorized in this subsection. The surcharge

revenue may not be used for any capital or operational costs for emergency responses that occur after the call is dispatched to the emergency responder. The surcharge revenue may not be used for constructing buildings, leasing buildings, maintaining buildings, or renovating buildings, except for the modification of an existing building to the extent that is necessary to maintain the security and environmental integrity of the public safety answering point and equipment rooms. The surcharge revenue may be used for the following costs to the extent the costs are directly attributable to the establishment, maintenance, and operation of an enhanced 911 system:

(1) the acquisition, implementation, and maintenance of public safety answering point equipment and 911 service features;

(2) the acquisition, installation, and maintenance of other equipment, including call answering equipment, call transfer equipment, automatic number identification controllers and displays, automatic location identification controllers and displays, station instruments, 911 telecommunications systems, teleprinters, logging recorders, instant playback recorders, telephone devices for the deaf, public safety answering point backup power systems, consoles, automatic call distributors, and hardware and software interfaces for computer-aided dispatch systems;

(3) the salaries and associated expenses for 911 call takers for that portion of time spent taking and transferring 911 calls;

(4) training costs for public safety answering point call takers in the proper methods and techniques used in taking and transferring 911 calls;

(5) expenses required to develop and maintain all information necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the 911 call-taking and transferring function, including automatic location identification and automatic number identification databases.

(j) If a city in an enhanced 911 service area established by a borough incurs costs described under (i) of this section for the enhanced 911 system, before the borough may use revenue from an enhanced 911 surcharge, the borough and city must execute an agreement addressing the duties and responsibilities of each for the enhanced 911 system and establishing priorities for the use of the surcharge revenue.

If the Department of Public Safety also provides services as part of the enhanced 911 system or uses the enhanced 911 system in that enhanced 911 service area, the department must be a party to the agreement.

* **Sec. 4.** AS 29.35 is amended by adding a new section to read:

Sec. 29.35.134. Multi-line telecommunications systems. A municipality may by ordinance elect to require an enhanced 911 system from a multi-line telecommunications system. A multi-line telecommunications system operator must arrange to update the automatic location identification database with an appropriate master street address guide valid address and callback number for each multi-line telecommunications system telephone, so that the location information specifies the emergency response location of the caller. A multi-line telecommunications system operator is considered to be in compliance with this section when the multi-line telecommunications system complies with E911 generally accepted industry standards as defined by the Regulatory Commission of Alaska. For purposes of this section,

(1) "call back number" means a number used by the public safety answering point to re-contact the location from which a 911 call is placed; the number may or may not be the number of the station used to originate the 911 call;

(2) "emergency response location" means the location to which a 911 emergency response team may be dispatched that is specific enough to provide a reasonable opportunity for the emergency response team to quickly locate a caller anywhere within it;

(3) "master street address guide" means a database of formatted street names, numerical addresses or address ranges, and other parameters defining valid locations and emergency services zones, and their associated emergency services numbers, that enables the proper routing and response to 911 calls;

(4) "multi-line telephone system" means a system made up of common control units, telephone sets, and control hardware and software, including network and premises based systems such as Centrex and PBX, Hybrid, and Key Telephone Systems, as classified by the Federal Communications Commission under Part 68 Requirements, and including systems owned or leased by governmental agencies or nonp ofit entities, as well as for profit entities;

(5) "multi-line telephone system operator" means an entity that owns, leases, or rents from a third party, and operates a multi-line telephone system through which a caller may place a 911 call through a public switched network.

* **Sec. 5.** AS 29.35 is amended by adding a new section to read:

Sec. 29.35.138. Application. AS 29.35.131 - 29.35.137 apply to home rule and general law municipalities.

* **Sec. 6.** AS 29.35.131(h) is repealed.

SENATE FINANCE COMMITTEE

4/19/2005 COMMITTEE ACTION

Bill Number	SB 100			
Amendment				
Motion	to adopt CS "Q"			
Motion by	Bunde			
Objection by	Green (for explanation)			
Removed	✓			
Second Objection by				
Committee Member	Y	***Vote***		N
Senator Olson				
Senator Stedman				
Senator Bunde				
Senator Dyson				
Senator Hoffman				
Co-Chair Wilken				
Co-Chair Green				
Tally				
Yea				
Nay				
Absent				
MOTION	ADOPTED			

OFFERED BUT WITHDRAWN 4/5/05

24-LS0407\S
Cook
4/4/05

CS FOR SENATE BILL NO. 100(FIN)

IN THE LEGISLATURE OF THE STATE OF ALASKA

TWENTY-FOURTH LEGISLATURE - FIRST SESSION

BY THE SENATE FINANCE COMMITTEE

Offered:
Referred:

Sponsor(s): SENATOR BUNDE

A BILL

FOR AN ACT ENTITLED

"An Act relating to enhanced 911 systems and enhanced 911 surcharges imposed by a municipality."

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF ALASKA:

*** Section 1.** AS 29.10.200(37) is amended to read:

(37) <u>AS 29.35.131 - 29.35.137</u> [AS 29.35.131] (enhanced 911 system);

*** Sec. 2.** AS 29.35.131(a) is amended to read:

(a) A municipality may, by resolution or ordinance, elect to provide an enhanced 911 system at public safety answering points <u>and</u> [,] may purchase or lease the enhanced 911 equipment or service required to establish or maintain an enhanced 911 system at public safety answering points from a local exchange telephone company or other qualified vendor. <u>**The municipality**</u> [, AND] may impose an enhanced 911 surcharge [, IN AN AMOUNT TO BE DETERMINED BY THE MUNICIPALITY, ON ALL LOCAL EXCHANGE ACCESS LINES THAT PROVIDE TELEPHONE SERVICE TO WIRELINE TELEPHONES IN THE AREA

TO BE SERVED BY THE ENHANCED 911 SYSTEM. A MUNICIPALITY THAT PROVIDES SERVICES UNDER AN ENHANCED 911 SYSTEM MAY ALSO BY RESOLUTION OR ORDINANCE IMPOSE AN ENHANCED 911 SURCHARGE ON EACH WIRELESS TELEPHONE NUMBER THAT IS BILLED TO AN ADDRESS] within the enhanced 911 service area. **An** [FOR A MUNICIPALITY WITH A POPULATION OF 100,000 OR MORE, AN ENHANCED 911 SURCHARGE MAY NOT EXCEED 50 CENTS PER MONTH FOR EACH WIRELESS TELEPHONE NUMBER OR 50 CENTS PER MONTH FOR EACH LOCAL EXCHANGE ACCESS LINE FOR WIRELINE TELEPHONES. FOR A MUNICIPALITY WITH FEWER THAN 100,000 PEOPLE, AN] enhanced 911 surcharge may not exceed **$1.50** [75 CENTS] per month for each wireless telephone number **and $1.50** [OR 75 CENTS] per month for each local exchange access line for wireline telephones. **The maximum surcharge amount of $1.50 provided for in this subsection may be increased above that level if the surcharge amount is approved by the voters of the enhanced 911 service area. The amount of surcharge imposed for each wireless telephone number must equal the amount imposed for each local exchange access line for a wireline telephone.** An enhanced 911 service area may be all of a city, all of a unified municipality, or all or part of the area within a borough and may include the extraterritorial jurisdiction of a municipality in accordance with AS 29.35.020. The governing body of a municipality shall review an enhanced 911 surcharge annually to determine whether the current level of the surcharge is adequate, excessive, or insufficient to meet anticipated enhanced 911 system needs. **When a municipality imposes an enhanced 911 surcharge or the amount of the surcharge is changed, the municipality shall notify in writing the telephone customers subject to the surcharge and provide an explanation of what the surcharge will be used for.** The municipality may only use the enhanced 911 surcharge for **phase I and phase II enhanced 911 services, as described in 47 CFR 20.18, as revised** [THE ENHANCED 911 SYSTEM]. **A borough must use the enhanced 911 surcharge to fully reimburse each city within the borough for expenses borne by the city for the enhanced 911 services before the enhanced 911 surcharge may be used for other expenses of the enhanced 911**

services. Reimbursement payments to each city shall be made at least every three months.

* **Sec. 3.** AS 29.35 is amended by adding a new section to read:

Sec. 29.35.134. Multi-line telecommunications systems. A municipality may by ordinance elect to require an enhanced 911 system from a multi-line telecommunications system. A multi-line telecommunications system operator must arrange to update the automatic location identification database with an appropriate master street address guide valid address and callback number for each multi-line telecommunications system telephone so that the location information specifies the emergency response location of the caller. A multi-line telecommunications system operator is considered to be in compliance with this section when the multi-line telecommunications system complies with E911 generally accepted industry standards as defined by the Regulatory Commission of Alaska. For purposes of this section,

(1) "call back number" means a number used by the public safety answering point to re-contact the location from which a 911 call is placed; the number may or may not be the number of the station used to originate the 911 call;

(2) "emergency response location" means the location to which a 911 emergency response team may be dispatched that is specific enough to provide a reasonable opportunity for the emergency response team to quickly locate a caller anywhere within it;

(3) "master street address guide" means a database of formatted street names, numerical addresses or address ranges, and other parameters defining valid locations and emergency services zones, and their associated emergency services numbers, that enables the proper routing and response to 911 calls;

(4) "multi-line telephone system" means a system made up of common control units, telephone sets, and control hardware and software, including network and premises based systems such as Centrex and PBX, Hybrid, and Key Telephone Systems classified by the Federal Communications Commission under Part 68 Requirements, and including systems owned or leased by governmental agencies or nonprofit entities, as well as for profit entities;

(5) "multi-line telephone system operator" means an entity that owns,

leases, or rents from a third party, and operates a multi-line telephone system through which a caller may place a 911 call through a public switched network.

* **Sec. 4.** AS 29.35 is amended by adding a new section to read:

Sec. 29.35.138. Application. AS 29.35.131 - 29.35.137 apply to home rule and general law municipalities.

* **Sec. 5.** AS 29.35.131(h) is repealed.

SENATE FINANCE COMMITTEE

4 /5 / 2005 COMMITTEE ACTION

Bill Number	SB 100			
Amendment				
Motion	to adopt CS "S"			
Motion by	Wilken			
Objection by	Green			
Removed				
Second Objection by				
Committee Member	Y	***Vote***		N
Senator Hoffman				
Senator Olson				
Senator Stedman				
Senator Bunde				
Senator Dyson				
Co-Chair Wilken				
Co-Chair Green				
Tally				
Yea				
Nay				
Absent				
MOTION	Withdrawn in order to modify			

ALASKA STATE LEGISLATURE

Interim:
600 East Railroad Avenue
Wasilla, Alaska 99654
(907) 376-3370
(907) 376-3157 Fax

Session:
State Capitol
Juneau, Alaska 99801-1182
(907) 465-6600
(907) 465-3805 Fax

SENATOR LYDA GREEN
SENATE DISTRICT G

MEMORANDUM

To: Senator Lyda Green

From: Kim Carnot

Date: April 18, 2005

RE: Work Draft of CSSB 100(FIN) Version R

Work Draft of CSSB 100 (FIN) "Version R"

Section 1. AS 29.10.200(37) is amended to include the enhanced 911 system under Home Rule applicability.

Section 2. AS 29.35.131(a) 911 surcharge is amended
Page 2
- Line 11—$1.50 surcharge for wireline and wireless
- Line 13-15—L&C version language allowing for vote to go above cap remains in the bill.
- Line 15-17—requires parity between wireless telephone and wireline telephone surcharge
- Line 24-26– requires notification by the municipality when the surcharge is assessed and when it is changed.

Section 3. AS 29.35.131 is amended by adding two new sections
- (i) Page 2 Line 30-Page 3 Line 26 defines appropriate use of the enhanced 911surcharge revenue.
- (j) Page 3 Line 27-Page 4 Line 3 requires enhanced 911 providers to execute an agreement addressing the duties and responsibilities of each and establishing the priorities for the use of the E-911 surcharge revenue.

Section 4. Amends AS 29.35 to allow municipalities to require implementation of E-911 from a multi-line telecommunications system.

Section 5. AS 29.35 is amended to apply to home rule and general law municipalities.

Section 6. AS 29.35.131(h) is repealed (home rule applicability).

ALASKA STATE LEGISLATURE

Interim:
600 East Railroad Avenue
Wasilla, Alaska 99654
(907) 376-3370
(907) 376-3157 Fax

Session:
State Capitol
Juneau, Alaska 99801-1182
(907) 465-6600
(907) 465-3805 Fax

SENATOR LYDA GREEN
SENATE DISTRICT G

MEMORANDUM

To: Senator Lyda Green

From: Kim Carnot

Date: April 5, 2005

RE: Work Draft of CSSB 100(FIN) Version S

Work Draft of CSSB 100 (FIN) "Version S"

Section 1. AS 29.10.200(37) is amended to include the enhanced 911 system under Home Rule applicability.

Section 2. AS 29.35.131(a) 911 surcharge is amended
Page 2
- Line 11-- $1.50 surcharge for wireline and wireless (from $2.00)
- Line 23—requires notification by the municipality when the surcharge is assessed and when it is changed.
- Line 27—links the 911 surcharge to the federal definitions.
- Line 29—requires the Borough to reimburse the Municipalities for their expenses first and that reimbursement shall occur at least every three months.

Section 3. AS 29.35 is amended to include Private Branch Exchange (PBX) phone identification to ensure that responders go to the actual location of the caller.

Section 4. AS 29.35 is amended to apply to home rule and general law municipalities.

Section 5. AS 29.35.131(h) is repealed (home rule applicability).

Alaska State Legislature

Senator Con Bunde
Senate District P

Vice Chair: Senate Finance Committee
Chair: Senate Labor & Commerce Committee

Sponsor Statement
Senate Bill 100

"An Act relating to enhanced 911 surcharges imposed by a municipality."

Current Alaska statute allows municipalities to fund 911 services via a surcharge on their telephone billing statements. That surcharge is capped at 50 cents for municipalities with populations of 100,000 or more and 75 cents for populations of fewer than 100,000 (AS 29.35.131 Section (a)). This surcharge applies to both wireless telephone numbers and local exchange access lines for wireline telephones.

Basic 911 (B911) is the delivery of emergency 911 calls to a Public Safety Answering Point (PSAP). A "Basic 911 system" does not provide for options or enhanced systems that can track or locate callers. New technology is providing for more efficient and timely ways to handle and operate 911 calls.

An "Enhanced-911 system" is capable of directing 911 calls to appropriate PSAPs by selective routing based on the geographical location from which the call originated. It provides the capability for Automatic Number Identification (ANI) and Automatic Location Identification (ALI). Both of these features are imperative to respond to 911 calls as quickly as possible. Enhanced 911, particularly when applied to both wireless and wireline calls, has the potential to save lives.

Municipalities cannot afford to fully implement E-911 services with the caps that are presently in statute. The current revenue shortfall in municipalities ranges from over $4 million (in Anchorage and Fairbanks) to just over $500,000 (in Kodiak).

Senate Bill 100 includes 4 main changes to current statute. It increases the surcharge caps from 50 and 75 cents to a statewide cap of $2. It removes statute that bases caps on the population of a municipality. It also allows a municipality to increase the E-911 surcharge above and beyond the $2 cap with a majority vote of those in the effected service area. And finally, SB 100 requires surcharges be levied on wireless telephone numbers and local exchange access lines for wireline telephones equally.

SB 100 enables municipalities to fund E-911 and thus, to provide residents with a superior emergency response service. It improves public safety and brings life-saving technology to the residents of Alaska.

I urge your support of SB 100.

LEGAL SERVICES

DIVISION OF LEGAL AND RESEARCH SERVICES
LEGISLATIVE AFFAIRS AGENCY
STATE OF ALASKA

(907) 465-3867 or 465-2450
FAX (907) 465-2029
Mail Stop 3101

State Capitol
Juneau, Alaska 99801-1182
Deliveries to: 129 6th St., Rm. 329

COPY

MEMORANDUM February 11, 2005

SUBJECT: Enhanced 911 surcharges; sectional summary
(CSSB 100( ); 24-LS0407\Y version)

TO: Senator Con Bunde
Attn: Lauren Wickersham

FROM: Tamara Brandt Cook
Director

Section. 1. Eliminates the provision setting surcharges at not more than 50 cents per month in municipalities with at least 100,000 people and at 75 cents per month in municipalities with fewer than 100,000. Establishes a maximum surcharge of $2 per month regardless of the size of the municipality unless a higher surcharge is imposed by ordinance approved by the voters of the enhanced 911 service area. Requires the amount of surcharge imposed for each wireless telephone number to equal the amount imposed for each local exchange access line for wireline telephones.

TBC:jad
05-087.jad

Enclosure

Sectional Analysis

Alaska State Legislature

Senate Majority Web: www.akrepublicans.org

Sponsor: Senator Con Bunde
Current Version: SB 100
Contact: Lauren Wickersham, 465-3881

Fact Sheet for: Senate Bill 100

Short Title: ENHANCED 911 SURCHARGES

Summary:

- Increases the current E-911 surcharge caps from 50 cents and 75 cents to a statewide cap of $2.
- Removes statute that changes the surcharge caps based on the population of a municipality.
- Allows an increase above the $2 cap by ordinance approved by the voters of the E-911 service area.
- Requires the surcharges to be levied on wireless telephone numbers and local exchange access lines for wireline telephones equally.

Benefits:

- Provides municipalities with the revenue they need to implement and maintain E-911 systems.

Background:

- Enhanced 911 systems have been dramatically improving public safety across the nation. Among other benefits, the new technology uses GPS systems to track an individual's location and phone number where he or she calls from. The new systems are saving lives by saving time. Currently, the 50 cent and 75 cent surcharge cap insufficiently funds E-911 systems. This bill allows municipalities across the state to collect the revenue they need to implement and maintain this public safety tool.

Support

February 14, 2005

Hon. Con Bunde, Chair
Labor and Commerce Committee
Alaska State Senate
Juneau, Alaska 99801

Dear Senator Bunde:

I am writing to express support for SB 100, ***An act relating to enhanced 911 surcharges imposed by a municipality***. This legislation addresses our previous concerns because:

1. It allows a municipality to impose a surcharge up to $2.00 per month for enhanced 911 system charges. This cap is important to MTA because it provides us with the assurance that this surcharge will not get "out of hand."

2. SB 100 provides parity between wireless and wire line providers. In today's telecommunications market we all compete for the same customers, imposing the surcharge on wire line and wireless ensures that one member of industry does not have an unfair competitive advantage over the other.

Again, thank you for working on this important legislation.

Sincerely

Greg Berberich
President

Matanuska Telephone Association Inc.
1740 South Chugach Street
Palmer, Alaska 99645

907.745.3211
800.478.3211 (in Alaska)

ALASKA MUNICIPAL LEAGUE
Alaska Conference of Mayors

217 Second Street, Suite 200 • Juneau, Alaska 99801
Tel (907) 586-1325 • Fax (907) 463-5480 • www.akml.org

February 13, 2005

Senator Con Bunde
Alaska State Legislature
State Capitol
Juneau, AK 99801

Re: SB 100

Dear Senator Bunde,

Thank you for sponsoring SB 100, relating to the surcharge local government may impose on telephones for emergency E-911 services. This bill, when enacted, will help improve local government's ability to promptly respond to life and health threatening emergencies.

Although emergency communications technology has improved considerably in recent years the added costs combined with reduced state shared revenues has made it difficult for emergency service providers to keep up with the advancements. SB 100 would provide another user fee tool available to help improve these services.

We do have two suggestions for improving the bill. First, AS 29.35.131(a) currently has a differential rate for cities with a population under 100,000. It would be helpful to maintain this differential to allow smaller communities the ability to charge an amount up to $3.00. While Anchorage has indicated that a $2.00 surcharge will serve their needs into the future, they can take advantage of economies of scale not available to other smaller communities.

The second provision of concern is the requirement for a local election for any surcharge in excess of the proposed $2.00 surcharge. We would prefer that the election provision be dropped for two reasons. If the change recommended above is made, municipalities do not anticipate needing additional authority in the foreseeable future. Second, the possible precedent for elections on user fee increases is of obvious concern to communities, and may also be a poor precedent for future state user fee increases as well. We recommend eliminating the language on Page 2, line 8: "...unless the surcharge is imposed by ordinance approved by the voters of the enhanced 911 service area."

Thanks again for introducing this important bill and we offer our support in helping to secure its passage.

Sincerely,

Kevin Ritchie
Executive Director

Alaska Telephone Association
201 E. 56th, Suite 114
Anchorage, AK 99518
(907) 563-4000
FAX (907) 562-3776
www.alaskatel.org

Greg Berberich
President

James Rowe
Executive Director
jrowe@arctic.net

February 14, 2005

Hon. Con Bunde, Chair
Labor & Commerce Committee
Alaska State Senate
Juneau, Alaska 99801

RE: SB 100

Dear Senator Bunde:

Thank you for introducing SB 100, *An Act relating to enhanced 911 surcharges imposed by a municipality*. The Alaska Telephone Association supports this legislation. The bill is focused and concise. It addresses the need for increased funding by municipalities to provide an enhanced 911 system.

Certainly local telephone companies are not enthusiastic about submitting invoices for increased amounts to their customers. Most customers perceive only the total amount of the monthly charge and are unaware of the reasons for or confused by the multitude of surcharges. We will do our best to inform customers of the safety and emergency services benefits of this specific increase.

This legislation will permit increases – absent prior voter approval – of up to $1.50 per month. Where the local electorate recognizes a need for an even greater amount of revenue for enhanced 911 services, SB 100 affords that opportunity.

Finally, this legislation requires parity between wireline and wireless providers, which is important in areas where the technologies are competing for customers. For local government to favor one member of industry over its competitor by exempting it from a tax would be inequitable.

The Alaska Telephone Association appreciates the efforts of the sponsor in introducing this compromise legislation. With the $2 total monthly surcharge cap – sans prior voter approval – we will endeavor to create support for passage this legislative session.

Sincerely,

Jim Rowe

cc: Sen. Ralph Seekins, Vice Chair
Sen. Bettye Davis
Sen. Johnny Ellis
Sen. Ben Stevens

February 14, 2005

Senator Con Bunde
Chairman
Senate Labor and Commerce Committee
State Capitol, Rm. 506
Juneau, Alaska 99801-1183

GCI is writing in support of SB 100 sponsored by Senator Con Bunde for enhanced 911 surcharges.

1. GCI supports SB 100 because this bil' has defined limits on the use of the surcharge so that only essential e 911 services may be funded through this mechanism.

2. GCI supports SB 100 because it does include a cap not exceeding $2.00. This cap may be raised or lowered only through a municipal election.

3. GCI supports SB 100 because of the parity of charging both the wireline customer and the wireless customer equally.

If you have any questions at all, please do not hesitate emailing or calling Dana Tindall. DTindall@GCI.COM : Telephone number: 1-907-868-5602.

Sincerely,

Dana L Tindall

Dana Tindall
Senior Vice President
Legal and Regulatory
And Governmental Affairs

Background Information

E-911 Dispatch Center
Costs and Revenues
Selected Alaska Cities

	Call Center/Dispatch Operating Costs	Current E-911 Surcharge Revenue	Current Revenue Shortfall
Anchorage (1)	$ 6,079,516	$ 2,066,944	$ 4,012,572
Fairbanks (2)	$ 4,680,000	$ 436,293	$ 4,243,707
Kenai (3)	$ 2,266,680	$ 447,352	$ 1,819,328
Juneau (4)	$ 1,204,100	$ 305,500	$ 898,600
Kodiak (5)	$ 602,320	$ 52,000	$ 550,320

Note: Operating costs only. Does not include capital expenditures or anticipated Wireless E-911 cost recovery.

Sources

(1)Anchorage Police Department/Office of Management & Budget
(2) City of Fairbanks Office of the City Manager
(3) Kenai Peninsula Borough Office of Emergency Management
(4) City and Borough of Juneau FY 2005 Operating Budget
(5) City of Kodiak Finance Department, 2005 budget

Prepared by Tim Rogers
Alaska Municipal League

Range of 9-1-1 Maximum Surcharges

State	Wireline Surcharge	Wireless Surcharge
Alabama	$ 2.00	$ 0.70
Alaska	$ 0.75	$ 0.75
Arizona	$ 0.37	$ 0.37
Arkansas	$ 0.77	$ 0.50
California	.72% of intrastate phone charges	.72% of intrastate phone charges
Colorado	$ 0.70	$ 0.70
Connecticut	$ 0.50	$ 0.50
Delaware	$ 0.60	$ 0.60
District of Columbia	$ -	$ 0.56
Florida	$ 0.50	$ 0.50
Georgia	$ 1.50	$ 1.00
Hawaii	$ 0.27	$ -
Idaho	$ 1.00	$ 1.00
Illinois	$ 1.25	$ 0.75
Indiana	3-10% of monthly access	$ 2.00
Iowa	$ 2.50	$ 0.50
Kansas	$ 0.75	$ -
Kentucky	$ 1.75	$ 0.70
Louisiana	$ 2.00	$ 0.85
Maine	$ 0.50	$ 0.50
Maryland	$ 1.00	$ 1.00
Massachusetts	$ 0.85	$ 0.30
Michigan	$ 3.00	$ 0.52
Minnesota	$ 0.55	$ 0.50
Mississippi	$ 1.00	$ 1.00
Missouri	$ 1.50	$ -
Montana	$ 0.50	$ 0.50
Nebraska	$ 1.00	$ 0.50
Nevada	Tax based	$ 0.25
New Hampshire	$ 0.42	$ 0.42
New Jersey	General fund	General fund
New Mexico	$ 0.51	$ 0.51
New York	$ 0.35	$ 1.50
North Carolina	$ 4.00	$ 0.80
North Dakota	$ 1.00	$ 1.00
Ohio	$ 0.50	$ 0.65
Olkahoma	15% of recurring charges	$ 0.50
Oregon	$ 0.75	$ 0.75
Pennsylvania	$ 1.50	$ 1.00
Rhode Island	$ 1.00	$ 1.28
South Carolina	$ 1.50	$ 0.59

Source: National Emergency Number Association, updated as noted by Rogers Assoc. Spet. 2004

Range of 9-1-1 Maximum Surcharges

South Dakota	$	0.75	$	0.75
Tennessee	$	2.00	$	1.00
Texas	$	0.50	$	0.50
Utah	$	0.53	$	0.53
Vermont	Univ. Svc Funding		Univ. Svc Funding	
Washington	$	0.70	$	0.25
West Virginia	$	3.75	$	1.43
Wisconsin	$	1.00	$	-
Wyoming	$	0.50	$	-

Source: National Emergency Number Association, updated as noted by Rogers Assoc. Spet. 2004

MEMO

Matanuska Telephone Association
1740 S. Chugach St.
Palmer, Alaska 99645

To: Ms. Lauren Wickersham
From: Matt Gebhardt
Date: February 14, 2005
Subject: Generic 911 Information.

Basic 911 (B911) is the delivery of emergency 911 calls to a Public Safety Answering Point (PSAP). A "Basic 911 system" may be accessed utilizing the three-digit number 911, but no available options or enhanced systems are included in the system - in particular no selective routing. Basic 911 in general connects a 9-1-1 caller to a designated answering point.

An "Enhanced 911 system" is traditionally a telephone communications service consisting of telephone network switching features and public safety answering points designated by the local government. E911 should be capable of directing 911 calls to appropriate PSAPs by selective routing based on the geographical location from which the call originated and provides the capability for Automatic Number Identification (ANI) and Automatic Location Identification (ALI).

NENA (the National Emergency Number Association) makes the distinction between B911 and E911 as follows:
The feature that separates B911 from E911 is Selective Routing. Basic systems may have both ANI and ALI but are not considered Enhanced until Selective Routing is added. Generally speaking, Enhanced 911 systems will feature Selective Routing, ANI, ALI, Selective and Fixed Transfer and Alternate Routing. Selective Routing delivers 911 calls to a specific PSAP based upon the street address of the caller.

My understanding of the funding mechanism involving the surcharge and the "enhanced 911 system" is described per AS 29.35.131 which reads:

(a) A municipality may, by resolution or ordinance, elect to provide an enhanced 911 system at public safety answering points, may purchase or lease the enhanced 911 equipment or service required to establish or maintain an enhanced 911 system at public safety answering points from a local exchange telephone company or other qualified vendor, and may impose an enhanced 911 surcharge, in an amount to be determined by the municipality, on all local exchange access lines that provide telephone service to wireline telephones in the area to be served by the enhanced 911 system.

The question of the definition of "enhanced 911 system" as referred to above then is explained in AS 29.35.137-3 as follows:

(3) "enhanced 911 system" means a telephone system consisting of network, database, and enhanced 911 equipment that uses the single three digit number, 911, for reporting a police, fire, medical, or other emergency situation, and that enables the users of a public telephone system to reach a public safety answering point to report emergencies by dialing 911; an enhanced 911 system includes the personnel required to acquire, install, operate, and maintain the system and its facilities and to dispatch the calls generated by the system;

It may be noteworthy that the AS and NENA definitions of "enhanced 911" are not exactly in unison.

As regards Wireless 911 implementation there are several phases of implementation:

Phase 0 = a wireless caller can dial 911 and reach a Public Safety Answering Point (PSAP). No ANI supplied.

Phase 0.5 = a wireless caller can dial 911 and the PSAP will receive the caller's Automatic Number Identification. (This is not an "officially recognized" phase to my knowledge).

Phase I = a wireless caller can dial 911 and the PSAP will receive the caller's ANI and the cell site the call originated from. Alaska statute mentions a cost recovery mechanism for companies that provide Phase I. However Phase I is of obvious limited value to law enforcement (especially compared to Phase II.) Some companies in state may have implemented this phase and received recovery but I am not aware of them.

Phase II = a wireless caller can dial 911 and the PSAP will receive the caller's ANI and the latitude / longitude. The accuracy requirements vary, depending in part the architecture implemented, from 50 to 300 meters.

Phase II is what public safety is driving towards. There are two methods of implementation. The first is "handset" based and it requires a GPS in every cell phone. When the caller dials 911 he or she is located by the GPS in that cellular device. The other method is "network" based and involves triangulation of the cell signal in order to pinpoint the location of the caller. Both have their pros and cons. Network was mandated to achieve 100 meter accuracy for 67% of the 911 calls and 300 meter accuracy for 95% of the calls. Handset was more stringent needing to hone into 50 meters at 67% and 150 meters at 95%.

9-1-1 FACT BOOK

FOR

THE STATE OF ALASKA

March 23, 2004

For questions, comments or corrections regarding this information, please contact:

Lt. Steve Hebbe
Anchorage Police Department
(907) 786-2466
shebbe@ci.anchorage.ak.us

Bill Doolittle
911Insight
(907) 230-9290
bill.doolittle@911Insight.com

Questions and Answers
About Alaska's 9-1-1 Surcharge and Proposed Legislation

This document responds to some frequently asked questions about 9-1-1 in Alaska. The appendices include a Glossary where many of the acronyms and technical terms are defined.

Who Regulates 9-1-1?

Within the State of Alaska, 'municipalities' are given the authority to collect a surcharge to fund an Enhanced 9-1-1 system. "Municipality" has the meaning given in AS 29.71.800 and includes a public corporation established by a municipality, as well as a village as defined in AS 09.65.070 (e).

Specifically, "A municipality may, by resolution or ordinance, elect to provide an enhanced 911 system at public safety answering points..." [AS 29.35.131 (a)] Thereafter, the local jurisdiction has wide discretion in the operation and funding of 9-1-1 systems and call taking operations.

In current Alaska statutes, the Regulatory Commission of Alaska (RCA) "...has no jurisdiction over an enhanced 911 system." [AS 29.35.131 (c)] This section has precluded the RCA's involvement in evaluating carrier performance in providing 9-1-1 services, as well as participating in the analysis of carrier cost basis for E9-1-1 services.

The Federal Communications Commission (FCC) has authority over wireless carriers and the provision of 9-1-1 and Enhanced 9-1-1 service through 47 U.S. Code § 151 and 47 U.S. Code §§ 301 and 303(r).

"In addition to designating 911 as the universal emergency dialing code, the Wireless Communications and Safety Act of 1999 (911 Act) charges the FCC with taking a leadership role in the implementation of end-to-end emergency response at the State and local level. The 911 Act also provides a list of stakeholders with an interest in developing a coordinated statewide emergency response plan and whose input is critical to the success of these efforts. As written in Section 3(b) of the 911 Act:

In encouraging and supporting that deployment, the Commission shall consult and cooperate with

- State and local officials responsible for emergency services and public safety,
- the telecommunications industry (specifically including the cellular and other wireless telecommunications service providers),
- the motor vehicle manufacturing industry,
- emergency medical service providers and emergency dispatch providers,
- transportation officials,
- special 9-1-1 districts, public safety, fire service and law enforcement officials,
- consumer groups, and

- hospital emergency and trauma care personnel (including emergency physicians, trauma surgeons, and nurses).

Section 3(b) limits the FCC's role to providing support and does not authorize it to regulate statewide plans."

What are the costs of implementing and maintaining Enhanced and wireless 9-1-1?

Each community will have different requirements for Basic 9-1-1 or Enhanced 9-1-1. In particular, the peak and average number of 9-1-1 calls received daily will determine call taker staffing and the number of positions in the emergency communications center. National standards (ANSI, NENA, and NFPA) require minimum staffing for available call takers, on duty twenty four hours a day, seven days a week.

The costs to initially implement Enhanced 9-1-1 include:

Cost Component	Description
Telephones, Headsets and Peripheral Equipment	Includes the telephones to answer and transfer calls (can also be used as a backup in case of Intelligent Workstation failure); equipment lists typically include printers and remote modems for vendor maintenance and support.
Console Furniture and Chairs	Provides an adjustable desk to support the various equipment used by a call taker or dispatcher; heavy-duty seating required for twenty-four hour usage (two to three shifts per day).
Intelligent Workstations	These provide additional data to the call taker, including the ANI/ALI display, and call control features, such as ring-back and single-button transfer; typically a Personal Computer.
Mapping Displays	This component may be an additional personal computer or a software application to display inbound call locations on a visual map display; necessary for effective wireless 9-1-1 Phase II call answering.
Database Servers	These computers provide the information viewed by the call taker and are typically provided in pairs for redundancy and availability; they may be located at the provider's Central Office on on-premise at the PSAP.
Communications Servers	These computer switches manage the communications between the various components and monitor the communications circuits.
Switches and Routers	Provides data network connectivity between the Workstations and Servers, including ALI databases.
Spares Package	To enable the rapid restoration of failed systems, replacement parts for critical components are stored locally.
Logging Recorders	Provides a continuous audio log of the telephone conversations; frequently provided as evidence in court cases.
Instant Recall Recorders	Provides for the rapid replay of a telephone or radio conversation to confirm information.
TDD Modems	Telecommunications Devices for the Deaf (TDD) modems are required at each call taker position to ensure Equal Access to emergency services.
Selective Router	This component routes incoming 9-1-1 calls to the appropriate PSAP, based on jurisdiction boundaries or other locally-determined criteria.
Installation Services	Physical installation and testing of provided equipment, circuits and software; may be provided by multiple vendors.
Engineering Services	Professional services to design and integrate the various vendors, products and services.

Cost Component	Description
Project Management	Administration of vendor and carrier contracts; provides project oversight and risk management services; approves contract deliverables and payment milestones.
Training and Documentation	Includes call taker training, supervisory and system administration training; documentation can include updates to training, policy and procedure manuals.
Address, Mapping and Geographic Data Preparation	Each carrier must have accurate address information to process the service orders that originate the ALI records. These tasks may include driving local roads, applying new addresses to structures, and generating automated extracts of GIS information.
Project Team Participation	Considers local agency involvement to complete the numerous tasks required, such as design reviews, testing, and cutover; frequently this represents a significant requirement for overtime funding as operational staff participate in this additional effort.
Facilities Preparation	Depending on the condition of existing facilities, a communications center or equipment room may need upgrades or modifications to accommodate space and environmental requirements, such as additional electrical power, cooling, or secure storage. Uninterruptible power supplies, such as batteries and generator sets, are also required to ensure the various system components survive local power outages.

If an agency has implemented Computer Aided Dispatch (CAD), there are standardized interfaces that provide the E9-1-1 information automatically to initiate the CAD system call entry. This integration may incur costs from both the 9-1-1 vendor and the CAD vendor.

Each agency must also evaluate its options for backup and recovery. In many cases, adjacent PSAPs can provide mutual backup services should one communications center experience an outage. If an agency is the single PSAP, alternatives such as provisioning an unoccupied facility may be feasible, but will add to the overall capital costs of ensuring the continuous availability of 9-1-1 call answering services.

The typical costs to maintain and operate an Enhanced 9-1-1 system include:

Cost Component	Description
Call Taking	Salary and benefits of staffing call taking function; in small centers, call takers may fill other roles such as radio dispatch or administrative support.
Network Charges	Monthly recurring costs for telecommunications circuits dedicated to in-bound 9-1-1 calls and transfers; may include circuits for out-bound calling or dedicated lines between PSAPs.
ALI Database Maintenance	Charges paid to 'aggregator' of carrier data to accumulate and validate ALI information.
System Maintenance	Hardware and software maintenance costs, including and recurring software licenses or upgrades; vendor technical support.
Wireless Carrier Cost Recovery	For those agencies that have requested 9-1-1 Phase I and/or Phase II, wireless carriers are entitled to payment for the cost of providing these services.
Training and Development	Ensures continuing education for call takers and program administrators; includes training requirements for new hires; travel expenses; subscriptions.
Quality Assurance	Provides for local Quality Assurance role, required for most Emergency Medical Dispatch programs to provide additional liability protection for the communications center.

Cost Component	Description
Address and Geographic Data Maintenance	Ensures continuous and timely maintenance of address and mapping information; may be provided by a 9-1-1 program office, the planning department of local government, or by a commercial provider.
Program Management	Provides for oversight and accounting of 9-1-1 revenues and expenditures; administration of vendor, carrier and provider contracts; liaison with adjacent agencies.
Facilities and Overhead Costs	Considers internal or direct charges for utilities, janitorial, security, Repair and Maintenance of communications center; fuel for generators.
Supplies	Electronic storage media, such as disks and tapes, paper forms, and other office supplies.

How much do municipalities pay to maintain and upgrade their 911 systems?

For example, the following costs are preliminary 2004-2005 budget projections for the Municipality of Anchorage's E9-1-1 system. They consist primarily of Infrastructure Costs and Operational Costs.

Infrastructure Costs		
System Maintenance	$	164,301
Network Charges	$	47,656
ALI Database Maintenance	$	693,000
Address and Geographic Data Maintenance	$	265,000
Subtotal	***$***	***1,169,957***

These Infrastructure Costs reflect the direct costs of the upgraded E9-1-1 system currently being implemented. Previously, the System Maintenance and ALI Database Maintenance contract with ACS represented an annual cost of $358,000. Due to the scope of wireless 9-1-1 and ALI database enhancements, that annual cost rises to almost $960,000. Additional costs for data circuits and interconnects to adjacent borough communications centers have yet to be finalized and included.

Operational Costs		
Program Management	$	85,000
Staffing	$	2,369,169
Supervision		Included
Call Taking		Included
MSAG Coordinator		Included
Quality Assurance		Included
Training and Development	$	30,000
Supplies	$	2,500
Subtotal	***$***	***2,486,669***

These Operational Costs reflect a percentage allocation of the effort required to answer 9-1-1 calls. This does not cover the full cost of the Municipality's Police and Fire Dispatch Centers (approximately $6.91 million).

What is Cost Recovery? Do we need Phase II Cost Recovery?

All 9-1-1 services are provided on a 'cost of service' basis to local jurisdictions. Carriers charge for the equipment, telecommunications circuits and maintenance of the 9-1-1 systems that they provide. For wireless 9-1-1, the FCC considered special rules for wireless carrier costs recovery, since Commercial Mobile Radio Service "...CMRS carriers covered by our E911 rules are not subject to rate regulation and may adjust their prices to recover their costs." They went further to say:

> "In deciding to eliminate the prerequisite for a carrier cost recovery mechanism, we did not intend to disturb existing mechanisms or discourage states from establishing such mechanisms at any time, but rather to remove the need to satisfy such a requirement before E911 service could be implemented. The cost recovery rule was not eliminated entirely, but was modified to retain the limited provision that a mechanism be in place for the recovery of the PSAP's costs of implementing E911. The purpose of this modification was to accelerate implementation of this important service to ensure that wireless callers of 911 obtain emergency assistance more rapidly and efficiently." [FCC 94-102 Fifth Memorandum Opinion and Order, November 9, 2000]

In response to a local agency request for Wireless 9-1-1 Phase I and Phase II service, wireless carriers are entitled to recover their costs for providing these services. Under current Alaska Statutes [AS 29.35.131 (d)], carriers are entitled to recover Phase I costs but the statute is silent as to Phase II costs.

While the costs of Phase I capability are not substantial, the provision of Phase II is expected to be significant, corresponding to millions of dollars in capital investment on the part of the wireless carriers. Recovering these costs will likely represent surcharges ranging from $.50 to $4.00 per wireless subscriber.

Lacking statutory direction, wireless carriers will likely add a 9-1-1 fee or service charge to their subscriber bills independent of a statutory 9-1-1 surcharge to recover their costs. By having the revenue stream associated with wireless 9-1-1 'pass through' the municipality or borough, carrier accountability for the performance of 9-1-1 is improved. Local jurisdictions will have the ability to review proposed capital costs, as well as the ability to retain future payments for poor 9-1-1 calling performance by the carriers.

Are there any federal grants or incentives that Alaska might receive to upgrade these systems?

The Public Safety Foundation of America (PSFA) accepts private, corporate and public donations on behalf of the public safety community and then distributes those funds to provide financial grants and technical support to individual nonprofit PSAPs across the nation. The Municipality of Anchorage received $500,000 from PSFA in February 2003. Other communities have recently pre-qualified to submit grant requests to PSFA, and intend to submit full grant

applications for the next round of funding. (www.psfa.us) Examples of eligible and ineligible costs through this program include:

Eligible Costs	Ineligible Costs
Automatic Number Identification (ANI)/Automatic Location Identification (ALI) 911 Controller	Geographic Information Systems (GIS), GIS field equipment, Global Positioning System (GPS) or data collection devices or services
Computer Aided Dispatch (CAD) interfaces	Centerline file, parcel data, or Point file development
Upgrades to Complete Customer Premise Equipment	Base map creation; digital ortho/aerial photography
Complete Customer Premise Equipment (CPE) map interfaces	Consoles, furniture, chairs
Mapping and Map Editing software	Management Information System (MIS) packages
Map validation & verification	Maintenance/Tech Support
GIS discrepancy tracking & reporting	Secondary PSAP equipment/software/connectivity
Project Management	Back-up systems or Mobile command units
Shipping and Installation costs	Unjustified expenditures which are not detailed
Training , Documentation & Reference Manuals	Mobile Data Terminals (MDT)
Consulting related specific to wireless deployment	Radio systems & equipment
Education initiatives related directly to wireless 911 for public officials	Automatic Vehicle Location (AVL)
Computers specific to wireless/mapping administration	Public Education
Cell tower, Emergency Service Number (ESN), Public Safety Answering Point (PSAP) jurisdiction layer development	Uninterrupted Power Supply (UPS) systems
Local Exchange Carrier (LEC) interconnection charges & E2, E2+ or PAM interfaces	Salaries, Overtime & related costs
Wireless trunk installation charges	Legal fees

The U.S. Congress is considering two bills that would provide additional grants to local agencies in deploying 9-1-1. House Resolution 2898 (H.R. 2898) and Senate Bill 1250 (S.1250) have similar provisions, with each providing up to $100 or $500 million (respectively) annually for this purpose. H.R. 2898 recently passed the House and S.1250 is still in committee. Both bills, however, have language that requires 'certification' by a state authority as to the expenditures of existing 9-1-1 funds. This requirement is considered in Alaska HB499, designating the Governor as having responsibility for this certification.

What do other states charge for 9-1-1 services?

9-1-1 surcharges range nationally from 19 cents to four dollars per month per subscriber. The highest surcharge is collected in North Carolina ($4.00) and the lowest in Michigan (19 cents). (Source: NENA, July 2003)

Range of 9-1-1 Surcharges
Exact amounts may be adjusted locally
(* as of July, 2003. Remaining states are being verified)

State	Wireline	Wireless
Alabama*	$2.00 (max)	$0.70
Alaska*	$0.50 - 0.75	$0.50-0.75
Arizona*	$0.37	$0.37
Arkansas*	$0.77	$0.50
California	Based on Access fees	Based on Access fees
Colorado	$0.70	$0.70
Connecticut*	$0.20	$0.20
Delaware*	$0.50	$0.60
District of Columbia	None	$0.56
Florida	$0.50	$0.50
Georgia*	$1.50	$1.00
Hawaii*	$0.27	None
Idaho*	$1.00 (max)	$1.00 (max)
Illinois	$1.25	$0.75
Indiana	3-5% of monthly access	$0.65
Iowa*	$0.25-$2.50	$0.50
Kansas*	$0.75 (max)	None
Kentucky*	$1.75	$0.70
Louisiana*	$1.00 Res $2.00 Bus	$0.85
Maine*	$0.50	$0.50
Maryland*	$0.60 (will be $1.00 10/1/03)	$0.60 (will be $1.00 10/1/03)
Massachusetts	funded by directory assistance	$0.30
Michigan*	$0.19-$3.00	$0.52
Minnesota*	$0.55	$0.50
Mississippi*	$1.00 Res $1.00 Bus	$1.00
Missouri	$1.50 (max)	None
Montana	$0.50	$0.50
Nebraska*	$0.25 - $1.00	$0.50
Nevada	Tax based	$0.25
New Hampshire*	$0.42	$0.42
New Jersey	General Fund	General Fund
New Mexico	$0.51	$0.51
New York*	$0.35	$1.20 - $1.50
North Carolina*	Local ordinance $0.25 - $4.00	$0.80
North Dakota	$1.00	$1.00
Ohio*	$0.50 (max) (limited to a few Counties, no general surcharge)	None ($0.65 proposed)
Oklahoma*	3-5% of monthly recurring charges (up to 15%)	$0.50
Oregon*	$0.75	$0.75
Pennsylvania*	$0.74-$1.50	$1.00
Rhode Island	$0.60	$0.60
South Carolina*	$0.50-$1.50	$0.59
South Dakota	$0.75	$0.75
Tennessee	$0.65-$2.00 / $1.50 $3 special	$1.00
Texas	$0.50	$0.50
Utah	$0.53	$0.53
Vermont	Universal Service Funding	Universal Service Funding
Virginia*	$3.00 (max)	$0.75
Washington*	$0.20 statewide $0.35-50 by counties	$0.25
West Virginia*	$0.55 - $3.75 by County	$1.43
Wisconsin	$1.00	None
Wyoming	$0.50	None

How many communities in Alaska do not have a dedicated 911 emergency response operator?

The National Emergency Number Association (NENA), under a grant for the US Department of Transportation, performed a national survey of statewide readiness (October 2002). They determined the following 9-1-1 profile information for Alaska:

Area	9-1-1?	Number of PSAPs
Aleutians East Borough	No	0
Anchorage "Borough"	Yes	1 Primary, 1 Secondary
Bethel Census Area	Yes	1 Primary
Bristol Bay Borough	Yes	1 Primary
Dillingham Census Area	Yes	1 Primary
Fairbanks North Star Borough	Yes	5 Primary
Haines Borough	No	0
Juneau Borough	Yes	1 Primary
Kenai Peninsula Borough	Yes	2 Primary
Ketchikan Gateway Borough	Yes	0
Kodiak Island Borough	Yes	1 Primary
Lake and Peninsula Borough	No	0
Matanuska-Susitna Borough	Yes	1 Primary
Nome Census Area	No	0
North Slope Borough	Yes	1 Primary
Northwest Arctic Borough	No	0
Prince of Wales-Outer Ketchikan "County"	Yes	2 Primary
Sitka Borough	Yes	1 Primary
Skagway-Hoonah-Angoon Census Area	No	0
Valdez-Cordova Census Area	No	0
Wrangell-Petersburg Census Area	No	0
Yakutat Borough	No	0
Yukon-Koyukuk Census Area	No	0

In January 2001, a comprehensive "Telecommunications Services Inventory of Rural Alaska" was completed for The Denali Commission. This survey of 267 communities in Alaska found that Basic 9-1-1 Service is provided in 86 communities and Enhanced 9-1-1 service is available in 17 communities. Thus, this survey yields 164 communities have no 9-1-1 service. Additional findings from that report state that "Most community respondents...did not know where the number rings" and "...911 rings in a variety of places, from the local power plant to the nearest State trooper's office hundreds of miles away."

"The Wireless Communications and Public Safety Act of 1999 ("911 Act") took effect on October 26, 1999. The purpose of the 911 Act is to improve public safety by encouraging and facilitating the prompt deployment of a nationwide, seamless communications infrastructure for emergency services. The 911 Act directs the FCC to make 911 the universal emergency number for all telephone services."

The 911 Act required wireless carriers to report on their progress in implementing 9-1-1 as the primary number for requesting emergency assistance. "The purpose of the Carrier Transition Reports for Implementation of the 911 Universal Emergency Telephone Number is to ensure that

carriers have commenced the transition to the use of 911 as the emergency telephone number where 911 is not currently in use, pursuant to the requirements that the Commission adopted in the *Implementation of 911 Act, The Use of N11 Codes and Other Abbreviated Dialing Arrangements.*"

In filings with the FCC, ACS Wireless indicates that they route 9-1-1 calls to the following PSAPs (April 2002):

Anchorage	911 PSAP
Seward	911 PSAP
Homer	911 PSAP
Soldotna	911 PSAP
Fairbanks	911 PSAP
Badami	911, safety officer, we modify to 659-5300
Barrow	911 PSAP
Juneau	911 PSAP
Sitka	911 PSAP
Ketchikan	911, we modify to 223-9111 PSAP
Thorne Bay	911, safety officer, we modify to 828-3399
Craig	911, safety officer, we modify to 826-3903

Mukluk Telephone Company indicates the following 9-1-1 call routing (September 2002):

Little Diomede	No 911 service point specified by the community
Elim	No 911 service point specified by the community
Golovin	No 911 service point specified by the community
Koyuk	No 911 service point specified by the community
Nome	(907) 443 0911, Nome Public Safety
ST Michael	No 911 service point specified by the community
Shaktoolik	(907) 955-3661
Shishmaref	No 911 service point specified by the community
Stebbins	No 911 service point specified by the community
Teller	No 911 service point specified by the community
Wales	No 911 service point specified by the community
White Mountain	(907) 638-5000

Matanuska Telephone Association routes 9-1-1 calls to the Palmer Dispatch Center. Nome Cellular routes 9-1-1 calls to the City of Nome Police Department.

United Utilities, Inc. routes 9-1-1 calls in the following communities (June 2002):

Bethel	Bethel Police Department
Hooper Bay	Hooper Bay Police Department
McGrath	Village Public Safety Officer
St. Mary's	St. Mary's Police Department
Unalakleet	Village Public Safety Officer

How does Wireless 9-1-1 work?

Calling 9-1-1 from any wireless handset is a free telephone call, even for subscribers that have not initiated service plans. There are 3 phases that are referred to in implementing Wireless 9-1-1 call answering features:

Designation	Capability
Phase 0	Call routed to PSAP
Phase I	Call-Back Number Cell Site, Antenna Sector
Phase II	Call Back Number Latitude/Longitude

The most basic of these, sometimes called Phase 0, simply means that when you dial 9-1-1 from your cell phone a call taker at a public safety answering point (PSAP) answers. The call taker will likely be a municipality or borough PSAP depending on how the wireless 9-1-1 call is routed.

In Phase I, wireless carriers are required to provide the general location of a 9-1-1 caller by identifying the radio tower that received the call. In most cases the carriers can improve the location estimate by identifying the general direction from the tower to the caller in terms of the cell face (antenna sector) which best received the call. The carrier is to route the 9-1-1 call, the calling number identification, and tower address/cell face to the most appropriate PSAP for that tower or cell face as identified by the local 9-1-1 authorities.

Phase II wireless 9-1-1 systems can deliver the cell phone location information to PSAPs in the form of latitude-longitude coordinates rather than street addresses. To make efficient use of this data, PSAPs must be equipped with computer software, databases and display hardware which can show the call location on a graphical map, rather than just a text address. This requirement places a premium on local Geographic Information System (GIS) capabilities and the ability to leverage existing community GIS resources.

Phase II requires much more accurate location technology. The candidate technologies are generally classified as Network-Based or Handset-Based. The Network-Based technologies use electrical measurements at the cell towers to "triangulate" the location of the calling telephone. Handset-Based solutions rely upon Global Positioning Satellite (GPS) receivers in the telephone handsets to determine and report the handset location. Each wireless carrier is entitled to their choice of technology for wireless 9-1-1.

Phase II location accuracy requirements, as established by the FCC, are as follows:

- A carrier choosing a Network-Based technology must deploy Phase II to 50% of the subscribers within a PSAP's service area within six months of the PSAP's request, and to 100% of the subscribers within 18 months of the request. The carrier must also achieve 100 meters accuracy for 67% of the calls, and 300 meters accuracy for 95% of the calls.

- A carrier choosing Handset-Based location technology must achieve 50-meter accuracy for 67% of the calls, and 150 meters accuracy for 95% of the calls.

What telephones pay the surcharge? Can we differentiate between different types of phone lines or services?

According to current Alaska statutes (AS 29.35.131), a surcharge can be collected "...on all local exchange access lines that provide telephone service to wire line telephones in the area to be served by the enhanced 911 system." In addition "A municipality that provides services under an enhanced 911 system may also by resolution or ordinance impose an enhanced 911 surcharge on each wireless telephone number that is billed to an address within the enhanced 911 service area."

While wire line carrier tariffs identify the various types and costs of services, there is no effective way to determine what purpose the subscriber has made of the circuit. This is why the surcharge is applied equally to all telephone lines that could access dial tone to place a 9-1-1 call. For instance, a telephone number could be used primarily for a FAX machine, but the unit has a handset and a dial pad – this would allow someone to call 9-1-1.

Note that the federal government considers 9-1-1 surcharges a tax, and therefore does not remit any 9-1-1 revenues to local communities.

Is there a differentiation between call taking and dispatching?

Yes! Call taking is the process of answering a call from the public. 9-1-1 does not distinguish between residents and visitors and there is no cost to place the call. Once the nature of the emergency and the location of the caller are identified, the call taker has sufficient information to replay the information or to directly dispatch emergency responders.

If the call taker is also an agency's dispatcher, they can instantly broadcast a radio dispatch message to first responders. In a manner of speaking, for 9-1-1 service the "customer" is the public, while the "customer" for dispatch services is the respective public safety agency. This is further reflected in many inter-agency contracts for dispatch services that define the scope of services, performance levels and annual costs of providing dispatching services.

If a 9-1-1 call is not an emergency, the caller will be requested to call back on a non-emergency line. Since there is a limited number of incoming 9-1-1 lines, call takers attempt to keep the lines clear for bona fide emergency requests.

Who determines how 9-1-1 surcharges are applied to the costs of public safety call taking?

The current state statutes for 9-1-1 identify allowable expenditures, but do not specify how or in what allocation surcharge collections are spent. Each municipality or borough determines the scope of its 9-1-1 program.

Isn't raising the surcharge a way to avoid the Tax Cap?

No, in fact voters are frequently asked to specifically endorse the additional costs of a 9-1-1 system. For example, in 2003 Anchorage voters approved an increase in the tax cap to support the maintenance of the upgraded E9-1-1 system:

"EMERGENCY/AREAWIDE COMMUNICATIONS SYSTEMS AMBULANCES, AND RELATED CAPITAL IMPROVEMENT BONDS

Shall Anchorage borrow up to $2,930,000 through the issuance of general obligation bonds and increase the municipal tax cap by an annual amount not to exceed $659,000? The bond proceeds would pay a portion of the costs of replacing the existing 911 system, acquiring property for, equipping, rehabilitating, improving, constructing and upgrading emergency areawide communications systems, purchasing and/or refurbishing medic units (e.g. ambulances), and related capital improvements within Anchorage and the increase in the municipal tax cap would pay the associated annual operations and maintenance costs.

Voter approval of this bond proposition authorizes for each $100,000 of assessed taxable property value (based on the estimated total 2003 areawide assessed valuation in Anchorage) an annual increase in taxes of approximately $1.85 to retire the proposed debt and (ii) an annual increase in the municipal tax cap (Charter 14.03(b) (2)) of approximately $3.51 to pay for annual operation and maintenance costs related to the proposed capital improvements.

The debt shall be paid from real and personal property taxes levied and collected areawide within Anchorage. Anchorage will also pledge its full faith and credit for payment of the bonds. (AO 2003-13)" [February 2003]

Additional Facts

- Approximately one-half of all 9-1-1 calls received are from wireless telephones (Source: Municipality of Anchorage, Kenai Peninsula Borough and Matanuska-Susitna Borough; also national data: NENA).
- Approximately one-half of the marine rescue calls received by the Coast Guard are from cellular telephones, not VHF radio (Source: USCG).
- Of the over 3,000 counties in the United States, 231 do not have Basic 9-1-1 service; 6% of the land in the U.S. is not covered by 9-1-1 (Source: NENA report Card to the Nation).
- 95% of adults in the United States are very familiar with the 9-1-1 Emergency Calling System; 96% of Americans believe that 9-1-1 is available everywhere in the U.S. (Source: NENA Report Card to the Nation).
- The United States has over 6,000 primary and secondary PSAPS. 99% of the U.S. population is provided with at least Basic 9-1-1; this Basic 9-1-1 coverage represents 96% of the geographic U.S. (Source: NENA Fast Facts).

Glossary

3G	Refers to the "Third Generation" of Personal Communications Systems Wireless Technology
Abandoned Call	A call placed to 9-1-1 in which the caller disconnects before the call can be answered by the Public Safety Answering Point (PSAP) attendant.
ACD	Automatic Call Distribution; equipment that automatically distributes incoming calls to available attendants in the order the calls are received, or queues calls until an attendant becomes available.
ACN	Automatic Crash (or Collision) Notification; The process of identifying that a motor vehicle has been involved in a collision, collecting data from sensors in the vehicle, and communicating that data to a Call Center or PSAP.
AGPS	Assisted Global Positioning System
AIN	Advanced Intelligent Network
ALI	Automatic Location Identification; the automatic display at the PSAP of the caller's telephone number, the address of the telephone, and supplementary emergency services information, such as the primary responding police, fire and EMS agencies.
Alternate PSAP	A PSAP designated to receive calls when the primary PSAP is unable to do so.
Alternate Routing	The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks to a primary PSAP are busy or out of service. May be activated upon request or automatically, if detectable, when 9-1-1 equipment fails or the PSAP itself is disabled.
AMPS	Advanced Mobile Phone Service; an analog cellular telephone service.
ANI	Automatic Number Identification; the originating telephone number delivered with a 9-1-1 call.
ANSI	American National Standards Institute
AOA	Angle of Arrival; a terrestrial Location Determination Technology (LDT) that computes a transmitter's location based upon the angle at which the transmitter's radio signal strikes multiple receivers.

APCO	Association of Public Safety Communications Officials
AST	Alaska State Troopers
Basic 9-1-1	An emergency telephone system which automatically connects 9-1-1 callers to a designated answering point.
Bell Core	Bell Communications Research
CAD	Computer Aided Dispatch
CALEA	Communications Assistance for Law Enforcement Act (Public Law 103-414); provides for electronic monitoring of telecommunications for law enforcement purposes.
CAMA	Centralized Automatic Message Accounting; a centralized point for the recording of switched message toll call information. The information is transmitted over trunk facilities to the recording location and contains the telephone number of the party originating the call, the start and end time of the call, and the destination of the call.
CAS	Call-path (or Channel) Associated Signaling; a method for delivery of wireless 9-1-1 calls in which the Mobile Directory Number and other call associated data are passed from the Mobile Switching Center to the PSAP via the voice path.
CDMA	Code Division Multiple Access
CDR	Call Detail Reporting
Centrex	A business telephone service offered by some Local Exchange Carriers that provides PBX type features over access lines.
CLASS	Custom Local Area Signaling Services
CLEC	Competitive Local Exchange Carrier
CLLI	Common Language Location Identifier; Bell Core standard code used to identify a Central Office (CO) through the use of an 11- character code
CMRS	Commercial Mobile Radio Service
CO	Central Office; a telephone switching center; the Local Exchange Carrier facility where access lines are connected to switching equipment for connection to the Public Switched Telephone Network.

COAM	Customer Owned And Maintained
Consolidated PSAP	A facility where one or more Public Safety Agencies choose to operate as a single 9-1-1 entity.
COS	Class of Service
CPAS	Cellular Priority Access Service; a uniform nationwide method of providing priority access to authorized wireless subscribers in the event of an emergency.
CPE	Customer Premise Equipment; equipment located in customer facilities, including workstations, telephones, and switches.
CRDB	Coordinate Routing Database
CTI	Computer-Telephony Integration; integrating telephone functions into a computing device.
CTIA	Cellular Telecommunications Industry Association
DID	Direct Inward Dial; the ability for a caller outside a company to call an internal extension without having to pass through a switchboard operator or attendant at the MLTS.
Direct Dispatch	The performance of 9-1-1 call answering and dispatching by personnel at the primary PSAP.
Diverse Routing	The practice of routing circuits along different physical paths in order to prevent total loss of 9-1-1 service in the event of a facility (cable) failure.
DMS100	Central Office switch manufactured by Nortel
DS	Digital Signal; a classification of digital circuits by the rate and format of the signal (D) and the equipment providing the signals (T).

Service	Channels	Speed
DS0	1	64 Kbps
DS1/T1	24	1.544 Mbps
DS1C	48	3.152 Mbps
DS2	96	6.312 Mbps
DS3/T3	672	44.736 Mbps
DS4	4,032	274.176 Mbps

DSL	Digital Subscriber Loop

E9-1-1	Enhanced 9-1-1; an emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, caller routing and location information, and ALI.
EIA	Electronics Industry Association
EMF	Enhanced Multi-Frequency; a voice path signaling protocol that allows the transmission of up to 20 digits per call using Multi Frequency tones.
EO	End Office
EOC	Emergency Operations Center
E-OTD	Enhanced-Observed Time Difference; a network-based Location Determination Technology (LDT).
EMD	Emergency Medical Dispatch
EMS	Emergency Medical Service
ESME	Emergency Services Message Entity
ESMR	Enhanced Specialized Mobile Radio
ESN	Emergency Services Number; an ESN is a three to five digit number representing a unique combination of emergency service agencies (Law Enforcement, Fire, and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographical area, or Emergency Service Zone (ESZ). The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency(ies).
ESNE	Emergency Services Network Entity
ESRD	Emergency Services Routing Digits; a pseudo-ANI typically used with Call-path Associated Signaling (CAS) or CAS Hybrid architectures that identify the cell site or cell sector from which a wireless 9-1-1 call originates. The ERSD may also be used as the key field to retrieve the ALI associated with the call.
ESRK	Emergency Services Routing Key; a pseudo-ANI typically used with Non Call-path Associated Signaling (NCAS) which identifies a group of cell sites or cell sectors in a defined geographic area associated with an ESZ or group of ESZs. The ERSK may also be used as the key field to retrieve the ALI associated with the call.

ESZ	Emergency Services Zone
FCC	Federal Communications Commission
FGD	Feature Group D; a Multi-Frequency signaling protocol.
GIS	Geographic Information System; a computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as a street address) into an explicit map location; it has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map i.e. Latitude/Longitude from a wireless 9-1-1 call.
GOS	Grade of Service; the probability (P), expressed as a decimal fraction, of a telephone call being blocked. "P.01" is the grade of service reflecting the probability that one call out of one hundred will be blocked.
GPS	Global Positioning System; a satellite-based Location Determination Technology (LDT).
GSM	Global System for Mobile Communications; international standard digital radio interface utilized by some North American PCS carriers.
IDEN	Integrated Dispatch Enhanced Network; Motorola technology for ESMR.
IEEE	Institute of Electrical and Electronics Engineers, Inc.
IETF	Internet Engineering Task Force
ILEC	Incumbent Local Exchange Carrier; a telephone company that had the initial telephone company franchise in an area.
IMSI	International Mobile Subscriber Identity
IRR	Instant Recall Recorder
IS-95	Digital wireless telephone standard using CDMA.
IS-136	Digital wireless telephone standard using TDMA.
ISDN	Integrated Services Digital Network

ISUP	Integrated Services Digital Network User Part; a message protocol to support call set up and release for interoffice voice call connections over SS7 Signaling.
ITS	Intelligent Transportation System.
IVR	Interactive Voice Response
IWS	Intelligent Workstation
IXC	Interexchange Carrier
J-STD-036	TIA Committee TR-45 Standard for integration of Enhanced Wireless 9-1-1 Phase II information.
LAN	Local Area Network
LDT	Location Determining Technology; a system which computes the x and y coordinates of a wireless 9-1-1 caller.
LEC	Local Exchange Carrier; local telephone company.
LNP	Local Number Portability; ability for a customer to change their telephone provider while keeping the same telephone number.
Logging Recorder	A voice-band audio recorder which records to and plays from a permanent storage media such as tape or disk. Logging recorders are typically multi-channel so as to simultaneously record from several sources.
MACs	Moves, Adds and Changes
MDN	Mobile Directory Number; Call Back Number for wireless telephones
MF	Multi-Frequency
MIN	Mobile Identification Number; a 34-bit binary number that a wireless handset transmits to identify itself to the wireless network.
MLTS	Multi-Line Telephone System; a system comprised of common control unit(s), telephone sets, and control hardware and software. This includes network and premises based systems. i.e., Centrex and PBX, Hybrid, and Key Telephone Systems owned or leased by governmental agencies and non-profit entities, as well as for profit businesses.
MOU	Memorandum of Understanding

MPC	Mobile Position Center
MSAG	Master Street Address Guide; tabular file used to validate telephone company service orders for ALI database.
MSC	Mobile Switching Center; per ANSI Standard TR-45.2, also refers to MTSO and MSO.
MSD-01	Security Industry Association standard for incident information transfer to PSAPs
MSID	Mobile Station Identifier; also MIN or IMSI.
MSO	Mobile Switching Office; the wireless equivalent of a central office that provides switching functions for wireless calls.
MTSO	Mobile Telephone Switching Office
NASNA	National Association of State 9-1-1 Administrators
NCAS	Non-Channel (or Call-path) Associated Signaling; a method for delivery of wireless 9-1-1 calls in which the Mobile Directory Number and other call associated data are passed from the Mobile Switching Center to the PSAP outside the voice path.
NENA	National Emergency Number Association; a not-for-profit corporation established in 1982 to further the goal of "One Nation-One Number." NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.
NFPA	National Fire Protection Association; develops standards for fire suppression, alarm and emergency communications.
OA&M	Operations, Administration and Maintenance
OC	Optical Carrier
OPX	Off Premise Extension
P-ALI	Pseudo-ALI (wireless antenna/antenna sector identifier); an ALI record associated with a pANI, configured to provide the location of the wireless cell or sector and information about its coverage or serving area (i.e., "footprint").

P-ANI	Pseudo-ANI used for routing wireless telephone calls (also ESRK or ESRD); a telephone number used to support routing of wireless 9-1-1 calls. It may identify a wireless cell, cell sector or PSAP to which the call should be routed. Also known as Routing Number.
PBX	Private Branch Exchange (telephone switching system); a private telephone switch that is connected to the Public Switched Telephone Network.
PCS	Personal Communications Services
PDE	Position Determining Entity
PSA	Private Switch ALI; also PSALI.
PSALI	Private Switch ALI; also PSA.
PSAP	Public Safety Answering Point; a facility designated, equipped and staffed to receive 9-1-1 calls and route them to emergency response personnel. A Primary PSAP receives 9-1-1 calls directly; if the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.
PSTN	Public Switched Telephone Network
QoS	Quality of Service
RF	Radio Frequency
RFP	Request For Proposal
SAE	Society of Automotive Engineers
SAE J2313	Onboard Land Vehicle Mayday Reporting Interface Standard
SCP	Service Control Point (or Signal Control Point)
Service Level Agreement (SLA)	A contract between a service provider and the end user, which stipulates and commits the service provider to a required level of service.
SIA	Security Industry Association
Simulated Facility Group (SFG)	A Facility Group is a set of trunks established for a particular transport purpose to which incoming calls are routed. When this is simulated, it represents a form of call blocking for congestion control.
SIP	Session Initiation Protocol

SLA	Service Level Agreement
SMR	Specialized Mobile Radio
SMS	Service Management System
SOI	Service Order Input; a file of completed service order updates that is sent to the DBMSP by all Service Providers.
SONET	Synchronous Optical Network
SP	Signaling Point
SPLNP	Service Provider Local Number Portability (same as LNP)
SR	Selective Router; Central Office switch that routes 9-1-1 calls based on the telephone number or jurisdiction rather than carrier serving areas.
SRDB	Selective Routing Database; the routing table that contains telephone number to ESN relationships which determines the routing of 9-1-1 calls.
SS7	Signaling System 7
SSP	Service Switching Point
STP	Signaling Transfer Point
T1	(see DS)
TAPI	Telephony Application Programming Interface
TCP/IP	Transport Control Protocol/Internet Protocol
TDD	Telecommunications Device for the Deaf; also referred to as TTY (teletypewriter).
TDMA	Time Division Multiple Access
TDOA	Time Difference of Arrival; a terrestrial Location Determination Technology (LDT) that computes a transmitter's location based upon the times a signal is received at multiple receivers.
Telecommunicator	As used in 9-1-1, a person who is trained and employed in public safety telecommunications; the term applies to call takers, dispatchers, radio

	operators, data terminal operators or any combination of such functions in a PSAP.
Telematics	The system of components that supports two-way communications with a motor vehicle for the collection or transmission of information and commands.
TIA	Telecommunications Industry Association
Trunk	A communications circuit between two switching nodes (e.g., central offices, PBXs, ANI/ALI controller equipment).
TRS	Telecommunications Relay Service
TSP	Telematics Service Provider
UPS	Uninterruptible Power Supply
VoIP	Voice Over Internet Protocol
WAN	Wide Area Network
Wireless 9-1-1 Phase 0	The delivery of a wireless 9-1-1 call in which there is no ANI or ALI information received (a voice-only call).
Wireless 9-1-1 Phase I	The delivery of a wireless 9-1-1 call in which ANI and the location of the cell site and antenna sector (if utilized) is provided to the call taker; required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102; the delivery of a wireless 9-1-1 call with call-back number and identification of the cell-tower from which the call originated; call routing is determined by cell site/sector.
Wireless 9-1-1 Phase II	The delivery of a wireless 9-1-1 call in which ANI and the latitude longitude is provided to the call taker. The call is routed according to Phase I location determination; required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102.
WNP	Wireless Number Portability
Wireless Service Provider (WSP)	Cellular, satellite or other radio based telephony or data transport commercial entity.
Wireless Telecommunications	The family of Telecommunications services under the heading of Commercial Mobile Radio Service. Includes Cellular, Personal Communications Services (PCS), Mobile Satellite Services (MSS) and Enhanced Specialized Mobile Radio (ESMR).

SENATE COMMITTEE REPORT

DATE: 2/18/05

FURTHER:

DATE TURNED
IN TO OFFICE:_____

Community and Regional Affairs Committee considered

SENATE BILL NO. 100

SB 100 ENHANCED 911 SURCHARGES

"An Act relating to enhanced 911 surcharges imposed by a municipality."

and recommends:

[ ] be **replaced** with _____ CS _____ (_____)

[ ] adopt **previous** _____ CS _____ (_____)

[ ] attached amendment(s)

[ ] adopt Letter of Intent by _____ Committee

[ ] further referral to _____ Committee

Senate Bill:
[ ] Same Title
[ ] New Title

House Bill:
[ ] Same Title
[ ] Technical Title Change
[ ] New Title w/ SCR #_____

NEW FISCAL NOTE(S):

Department	Date	Fiscal	Indet.	Zero	FN#

PREVIOUS FISCAL NOTE(S):

Department	Date	Fiscal	Indet.	Zero	FN#

[ ] APPROPRIATION - no fiscal note

SIGNATURES AND RECOMMENDATIONS:	DO PASS	DO NOT PASS	NO REC	AMEND
CHAIR:				

Ref. waived 2/18. FIN ref. added (ref. FIN)

SENATE COMMITTEE REPORT
First Committee of Referral

DATE: 2/10/05

FURTHER: Community and Regional Affairs

Date of 5-Day Notice: 2/10/05
(in accordance with Uniform Rule 23)

DATE TURNED IN TO OFFICE: 2/18/05

Labor and Commerce considered SENATE BILL NO. 100

SB 100 ENHANCED 911 SURCHARGES

"An Act relating to enhanced 911 surcharges imposed by a municipality."

and recommends:

[✓] be **replaced** with _____ **CS** SB 100 (L&C)

[ ] adopt **previous** _____ **CS** _____ (_____)

[ ] attached amendment(s)

[ ] adopt Letter of Intent by _____ Committee

[ ] further referral to _____ Committee

Senate Bill:
[✓] Same Title
[ ] New Title

House Bill:
[ ] Same Title
[ ] Technical Title Change
[ ] New Title w/ SCR #____

NEW FISCAL NOTE(S):

Department	Date	Fiscal	Indet.	Zero	FN#
DPS	2/16/05			X	1
DCED	2/15/05			X	2

PREVIOUS FISCAL NOTE(S):

Department	Date	Fiscal	Indet.	Zero	FN#

[ ] **APPROPRIATION** - no fiscal note

SIGNATURES AND RECOMMENDATIONS:	DO PASS	DO NOT PASS	NO REC	AMEND
Ellis — [signature]	X			
Seekins — [signature]	✓			
Bunde — CHAIR: [signature]	✓			